

POSITION DESCRIPTION

ICT HELPDESK TECHNICIAN

Position Title	ICT Helpdesk Technician
Employment Status	Permanent Part-Time (37.5 hours/week, 41 weeks/year)
Classification	Covered by the Wilderness School Enterprise Agreement 2025
Reporting To	Director of ICT

Wilderness School is a non-denominational girl's school educating students from Early Learning Centre through to Year 12. Since 1884, Wilderness School has prepared girls to be adventurous, courageous, responsible and respectful learners and leaders. The legacy of our Founders, the Misses Browns, continues today and is a rich and integral part of our School culture.

Staff members at Wilderness School are required to uphold the values and the reputation of our school and community by:

- Conducting their relationships with respect and kindness
- Demonstrating high behavioural, moral, ethical and professional work standards
- Working together to successfully manage change

Role Purpose:

The ICT Helpdesk Technician provides front-line technical support to staff, students, and parents, ensuring a high level of customer service and technical assistance. The role involves troubleshooting IT issues, supporting classroom technology, assisting with device deployment, and escalating complex issues when necessary. This role is primarily student and teacher-facing, requiring a proactive and hands-on approach to problem-solving.

Key Areas of Responsibility:

Technical Support & Helpdesk Services
<ul style="list-style-type: none">• Provide Level 1 and Level 2 technical support to students, staff, and parents through in-class assistance, walk-in support, telephone and ticket-based helpdesk tasks.• Troubleshoot hardware and software issues for Windows devices, with some support required for Mac OS and iOS devices.• Assist with Microsoft 365 administration, including password resets, group membership management, and basic account troubleshooting.• Support classroom technology, including projectors, speakers, and interactive displays.• Deploy, configure, and maintain loan devices, ensuring accurate tracking and inventory.• Assist with device imaging, deployment, and routine maintenance.• Troubleshoot printer and photocopier issues, ensuring minimal downtime.• Support inventory management of ICT assets, including loan devices and peripheral equipment.
Service Desk Incident Management
<ul style="list-style-type: none">• Receive and respond to requests for support, following agreed procedures.• Triage, prioritise and escalate incidents based on agreed procedures.• Provide information to enable incident resolution and/or promptly allocate unresolved requests as appropriate.• Maintain records and document actions taken.• Work closely with the ICT Technical Service Desk Supervisor to escalate and resolve complex technical issues.
In-Classroom & Field Support
<ul style="list-style-type: none">• Respond to and resolve in-class technical issues, minimising disruptions to teaching and learning.• Work proactively with teaching staff to ensure classroom technology is functional and optimised for lesson delivery.• Assist in setting up and troubleshooting student and staff devices during class time.
User Training & Technology Guidance
<ul style="list-style-type: none">• Provide ad-hoc, informal training and guidance to staff and students on using school technology.• Assist staff in integrating ICT tools into their teaching practices.

<ul style="list-style-type: none"> Develop and maintain user-friendly guides or documentation for common IT issues.
Compliance and Risk Mitigation
<ul style="list-style-type: none"> Ensure compliance by adopting safe work practices and all statutory, legal and ethical obligations. Ensure compliance with Wilderness policies and procedures as well as reasonable directions. Identify and implement risk minimising strategies and practices.
Collaboration and Teamwork
<ul style="list-style-type: none"> Contribute to the team's achievement through collaborative work practices. Champion and implement effective knowledge sharing practices to cultivate a learning culture and continuous improvement within the school. This includes participating in regular training and workshops. Deliver high-level customer service to internal and external customers.

Key Requirements of the Role:

Qualifications and Experience

Essential:

- 2+ years' experience in a similar ICT support role, preferably in an education or customer-facing environment.
- Strong working knowledge of Windows OS, with some familiarity with macOS and iOS devices.
- Ability to diagnose and resolve basic hardware and software issues.
- Experience with Microsoft 365 administration (account management and troubleshooting, group membership management).
- Experience working with Microsoft SharePoint and Microsoft Teams.
- Experience with device management and deployment tools (e.g., Intune and/or JAMF).
- Excellent customer service and communication skills, with a proactive and approachable attitude.
- Ability to work both independently and as part of a team.
- Strong problem-solving and organisational skills, with the ability to prioritise tasks and manage time effectively.

Preferred:

- Certificate IV or higher in IT or a related field (or equivalent industry experience).
- Experience with ICT asset management and device deployment.
- Familiarity with basic AV troubleshooting (e.g., interactive screens, projectors, classroom speakers).

Personal Qualities

- The ability to work independently and resolve allocated tasks through to completion by efficiently implementing sound solutions, together with the ability to actively participate as a team member as required.
- An ability and desire to explore and learn new technologies to support the strategic priorities for digital technology within the School.
- The ability to organise and manage individual schedules and workloads.
- Outstanding customer service and communication skills applicable to support staff and students within a strong academic environment.

Conditions:

- The School reserves the right to modify and adjust position descriptions to meet its operational and strategic need.
- The successful applicant will be required to undergo a Working With Children Check and Responding to Risks of Harm, Abuse and Neglect Training. In addition, you are required to adhere to the School's Child Protection Policy.

Acknowledgement:

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Signed:

Date:

Print Name: